Deakin University Gains 200% Productivity Increase in Work Order Management

Melbourne, Australia's Deakin University is as environmentally aware as any institution of higher learning. Becoming more energy efficient, however, has also meant saving energy and aggravation in its work order management processes.

That meant eliminating duplication and managing what had turned into a paper beast.

Hoping to usher in a new age of work order enlightenment, Manager of Information and Customer Support Jodie Jinnette opted to review its use of the ARCHIBUS Building Operations Management application. It was a move that made more sense – and made many more work order completions possible in much less time.

Room Service

With 5 campuses, 217 buildings, and 3000 rooms comprising 2.69 million square feet, Deakin University had already implemented ARCHIBUS Design Management with AutoCAD Overlay to organize and access its facilities drawings. The move to electronic drawings helped the university to visualize how its space was being used and manage it better – before they built any more buildings.

Having accomplished that, Deakin also had to face the growing inefficiency of its work order management processes. The catalyst for change was in a bungled attempt to implement change. Jinnette recounts "we got to a point were we had no idea of who was using the system and how."

"We serve seven user groups at the university and ARCHIBUS development was determined by whoever yelled the loudest," remembers Jinnette. "To add to the confusion, we still had a paper-based work order management system that relied on carbon copies and used non-sequential and different numbers than those on ARCHIBUS. There were trays of paper, invoicing was terrible, sometimes took months to process and was further complicated by the use of outside contractors."

It was not an enviable position to be in with 22,000 work orders coming in each year.

Work Flows without the Flaws

With the reasons for change obvious and the need to review the system urgent, Jinnette embarked on a survey of her user groups to determine
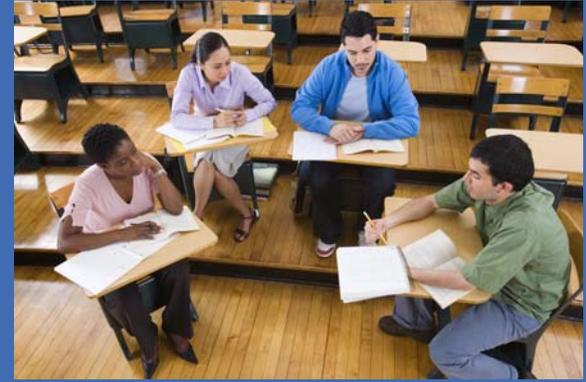
Vital Statistics

Organization:
Deakin University

Location:
Melbourne, Australia

Facilities Facts:
5 campuses, 217 buildings, 2.69 million square feet, 22,000 work requests annually

ARCHIBUS Applications:
Design Management with Overlay for AutoCAD, Building Operations Management

3rd Party Applications:
Contractor Induction Management (CIM)

Reason for Implementation:
Need for a Web-based, self-service work order management and contractor registration system, to expedite work orders and contractor invoices.

Benefits Gained:
Streamlined work order processing; fewer errors; reduced task completion time; improved staff productivity

Future Plans:
Move Management

Business Partner:
ARCHIBUS Solution Centers Australia

Web Site:
www.deakin.edu.au

how they worked, what they needed, and what she could supply to accommodate both.

She and her staff also conducted exhaustive analyses and documentation of workflows, identified best and worst practices, and standardized, to the extent possible, data fields and those processes that were most efficient.

Outcomes of the review included: Web tool rationalization and development to match processing and reporting needs; documentation of who uses the system and how, increased access to data for customers, and online processing of financial information.

Automated Contractor Processing

Addressing the volume of requests also meant instituting an equally automated approach to managing and paying contractors. To accomplish that, Jinnette and in-house IT Support built contractor induction management software for those service providers. Another Web-based system, this internally developed application captured all relevant data down to whether the contractor's insurance is current. Now when a job captain needs a contractor, he or she can view an integrated list of current contractors, issue work orders, get reports and close them out via the Web.

"The philosophy," says Jinnette, "is to provide simple access as well as online reporting and data entry."

200% Productivity Increase

The overall results of ARCHIBUS Building Operations Management's work order activity, Jinnette points out, speak for themselves.

Since her review, Deakin's work order management system has streamlined the processing of those work requests to a point where staff are able to increase their work load two-fold.

It also reduced the error rate and attendant re-work issues, such that data is reported on and used in work load management, service determination and budget determination.

Where, once, ARCHIBUS development was determined by who yelled the loudest, the increased volume of completed work made possible by Building Operations Management has dramatically reduced the volume of voices in at least one area of Deakin University's operations.

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—Jodie Jinnette
  Manager of Information
  and Customer Support

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